

CLAIMS

We claim:

1. An apparatus, comprising:

one or more application server components that transmit one or more user inputs
5 to one or more telephony devices on a call through employment of one or more data
streams associated with the call.

2. The apparatus of claim 1, wherein the one or more application server
components cooperate with the one or more telephony devices to establish one or more
web portals that are employable by the one or more telephony devices to initiate the one
10 or more user inputs.

3. The apparatus of claim 2, wherein the one or more application server
components employ the one or more web portals to receive the one or more user inputs
from the one or more telephony devices.

4. The apparatus of claim 2, wherein the one or more application server components associate the one or more web portals with the one or more data streams.

5. The apparatus of claim 2, wherein the one or more application server components provide one or more interfaces through employment of the one or more web portals for employment by the one or more telephony devices to initiate the one or more user inputs.

6. The apparatus of claim 2, wherein the one or more application server components employ an internet protocol to establish the one or more web portals.

7. The apparatus of claim 6, wherein the internet protocol comprises a HyperText Transport Protocol (HTTP);
wherein the one or more application server components employ the HyperText Transport Protocol to establish the one or more web portals.

8. The apparatus of claim 1, wherein the one or more application server components allow the one or more telephony devices to interact through employment of the one or more data streams

9. The apparatus of claim 8, wherein the one or more application server components employ the one or more data streams to transfer data related to one or more interactions available to the one or more telephony devices;

wherein the one or more application server components provide the one or more
5 interactions to the one or more telephony devices for employment by the one or more telephony devices to interact with one or more of the one or more telephony devices.

10. The apparatus of claim 9, wherein the one or more application server components associate the call with the one or more interactions available, wherein the one or more application server components provide the one or more interactions available
10 that allow the telephony devices to initiate the one or more user inputs from the one or more available interactions.

11. The apparatus of claim 8, wherein the one or more application server components comprise a first application server component and a second application server component, wherein the one or more telephony devices comprise a first telephony device and a second telephony device;

5 wherein the first application server component provides one or more interactions available to the first telephony device that allow the first telephony device to initiate a user input from the one or more interactions available;

wherein in response to the user input from the first telephony device to the first application server component, the first application server component transmits the user
10 input to the second application server component through employment of the one or more data streams;

wherein the second application server component provides the user input to the second telephony device.

12. The apparatus of claim 11, wherein the user input comprises a first user
15 input of the one or more user inputs, wherein the second telephony device initiates a second user input to the first telephony device;

wherein the first application server component and the second application server component cooperate to transmit the second user input to the first application server component through employment of the one or more data streams;

20 wherein the first application server component provides the second user input to the first telephony device.

13. The apparatus of claim 2, wherein the one or more user inputs comprise one or more sales interactions, wherein the one or more telephony devices comprise a first telephony device and a second telephony device;

wherein the one or more application server components provide the one or more sales interactions that allow the first telephony device to initiate one or more of the one or more sales interactions to the second telephony device;

wherein the one or more application server components cooperate to transmit the one or more of the one or more sales interactions from the first telephony device to the second telephony device through employment of the one or more data streams.

14. The apparatus of claim 13, wherein the one or more sales interactions comprise a request for authorization, wherein the one or more application server components provide the one or more sales interactions that allow the first telephony device to initiate the request for authorization to the second telephony device;

wherein in response to the request for authorization from the first telephony device to the first application server component, the first application server component transmits the request for authorization to the second application server component through employment of the one or more data streams;

wherein the second application server component provides the request for authorization to the second telephony device that allows the second telephony device to initiate a response to the request for authorization.

15. The apparatus of claim 2, wherein the one or more user inputs comprise one or more support interactions, wherein the one or more telephony devices comprise a first telephony device and a second telephony device;

wherein the one or more application server components provide the one or more support interactions that allow the first telephony device to initiate one or more of the one or more support interactions to the second telephony device;

wherein the one or more application server components cooperate to transmit the one or more of the one or more support interactions to the second telephony device through employment of the one or more data streams.

16. The apparatus of claim 15, wherein the one or more support interactions comprise a diagnostic service, wherein the one or more application server components provide the one or more support interactions to allow a user of the first telephony device to initiate the diagnostic service to the second telephony device;

wherein in response to the diagnostic service from the first telephony device to the one or more application server components, the one or more application server components transmit the diagnostic service to the second telephony device through employment of the one or more data streams;

wherein the one or more application server components provide the diagnostic service to the second telephony device that allows the first telephony device to interact with the second telephony device.

17. A method, comprising the step of:

transmitting one or more user inputs to one or more telephony devices on a call
through employment of one or more data streams associated with the call.

18. The method of claim 17, wherein the step of transmitting the one or more
user inputs the one or more telephony devices on the call through employment of the one
or more data streams associated with the call comprises the steps of:

establishing one or more web portals with the one or more telephony devices;
initiating the one or more user inputs through employment of the one or more web
portals; and

transmitting the one or more user inputs through employment of the one or more
data streams.

19. The method of claim 18, wherein the one or more telephony devices
comprise a first telephony device and a second telephony device, wherein the step of
transmitting the one or more user inputs through employment of the one or more data
streams comprises the steps of:

associating the one or more web portals with the call; and

associating the one or more web portals with the one or more data streams.

20. An article, comprising:

one or more computer-readable signal-bearing media;

means in the one or more media for transmitting one or more user inputs to one or more telephony devices on a call through employment of one or more data streams

5 associated with the call.

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